

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who's it a pleasure speaking with? Hi, um, my name is April, uh, Espericueta. I'm calling with my mother, Irma. Okay. And I'm gonna need you to state- Okay. What information... Um, so my father is employed and he has insurance for himself and my mother. And they have yet to receive a c-a insurance card and she has a doctor's appointment tomorrow, and so we're trying to figure out how we can get proof of insurance for them. Okay. Um... Are they with you? Yes. Yes, I'm right here. Okay. So in order to access the account, so your mom is on the account with your father? Yes. Yes. Okay, I would have to speak to one of them to be able to access that account and see if there's any cards available. No, she's right here. She's right here. Yeah, I'm right here. This is Irma. Okay. What's the name of the staffing agency your husband works for? Uh, Focus. And the last four digits of his social? It's 0789. 5099? No. 00789. Okay, and his name? His name? Alberto. Okay. And if you can verify his address and date of birth. 902 Sylvan Street, Apartment 1B. And his date of birth is 2/15/1965. 19... What's the city and state? Emporia, Kansas. Okay. And I have his phone number as- 66- What? I'm sorry. You're fine. Go ahead. Uh, it was a zip code, 66801. How's this 66801? Okay. You're fine. And I have your phone... His phone number as 620-757-1996. Yes. Okay, give me one moment. Let me take a look here and see if we have those cards ready. It looks like he became active, or you guys became active last Monday. Um, that card would have went to his email. That's maybe why, uh, you didn't see it. Those cards don't get sent out physically. They get sent out by email. W- can you tell us what email that is? Yeah. On file here I have M-A-N-G-U-I-R-Y.pr@gmail.com. That's what they told me, but... Okay, say, sp- spell it again because I don't think I did it right. M-A-N... So Mary, Adam, Nancy. Uh, Gary, umbrella, igloo, Ryan and then, uh, yoyo.p as in Paul, r like in Robert @gmail.com. Have you ever heard of that? No. That's not a... Uh, I don't know. Let me go get his phone. Um, she's gonna go grab his phone because we don't recognize that email. Okay. That sounds like he hasn't received it. Um- Yeah, and I don't think... Oh. I'm not sure where they would have got that from. Let me see. It looks like the demographics were updated the last time, uh, the account was touched. Let me see if that's what was changed. Um... I think they told me the last number ... they're telling about the \$200,000. I don't think that has been changed on his... Okay. I can give you the email. I can give you his email connected to his phone, which is not that email. I don't know what that email is. Neither does she, but... Okay. No worries. Let me go ahead and save this ID card real quick. Okay. And then we'll change that email. Okay, what's the good email? So it's, it's his full name spelled out without the o. So it's A-L-B-E-R-T, and then Espericueta, E-S-P-E-R-I-C-U-E-T-A. Um, no periods or anything just all together, and then @gmail.com. Yes. All right. I got that updated. Your card's downloaded. Let me just get that sent to you. It's gonna go from... It's gonna come from info@benefitsinacard.com. It should go to his inbox. If

you didn't see it in your inbox, check spam or junk folder. And give me just one moment to get that ready here. All right. That went, that went through if you want to take a look. Okay. Does that phone not have... There's no connection. Why? Does this thing not have internet or something? No. Should... This is off. Mm-hmm. Can you just send it to my phone 'cause, uh, like he already has his. Yeah, but I thought your email wasn't working. Oh, yeah. Did you try the "Does Dad and Jones" folder? Maybe it went in there. Well, it's just, yeah, it's just saying that he's, um, not connected and I'm, I'm trying to figure out why. I would assume maybe... Are you able to temporarily send it to mine? Yeah, of course. Like, can we do that? Okay. Yeah. Just- So- Just have your mom confirm that she's authorizing that card to be sent to you. Yes. That's fine. All righty. Send us that email. Um, so mine is april, A-P-R-I-L-E-S-P, like Paul, _93@Yahoo.com. Okay. It's not loading. Sorry, it went in and got that sent and it went through successfully. That's right. Let me go check mine. Okay. Let me... I got it, um, let me open it up. Oh, it's downloading. Okay. Okay. I, I got it. And then, um, so it won't say her name, right? Just, the, it says employee and spouse so that should be... Yeah. That should be good enough for them to... Mm-hmm. Mm-hmm. Okay. All right. And then, um, but her, so her information, though, is on your end, right? Like, or how do they know that she is the spouse? Okay. So I do have her down as a spouse. What they'll do is when they- Okay. ... when they go to verify the coverage, they'll, um, give her name. Okay, good. And they'll ask you, like, is that, "Is it the policy holder, the dependent?" They'll tell 'em the dependent, it's just a little, a process that all verification goes through. Gotcha. Okay. Perfect. I will... This is what we needed. So- All right. Thank you so much for calling. Good. You have a great day. Thank you. You, too. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who's it a pleasure speaking with?

Speaker speaker_1: Hi, um, my name is April, uh, Espericueta. I'm calling with my mother, Irma.

Speaker speaker_0: Okay. And I'm gonna need you to state-

Speaker speaker_1: Okay. What information... Um, so my father is employed and he has insurance for himself and my mother. And they have yet to receive a c- a insurance card and she has a doctor's appointment tomorrow, and so we're trying to figure out how we can get proof of insurance for them.

Speaker speaker_0: Okay. Um... Are they with you?

Speaker speaker_1: Yes.

Speaker speaker_2: Yes, I'm right here.

Speaker speaker_0: Okay. So in order to access the account, so your mom is on the account with your father?

Speaker speaker_1: Yes.

Speaker speaker_2: Yes.

Speaker speaker_0: Okay, I would have to speak to one of them to be able to access that account and see if there's any cards available.

Speaker speaker_1: No, she's right here. She's right here.

Speaker speaker_2: Yeah, I'm right here. This is Irma.

Speaker speaker_0: Okay. What's the name of the staffing agency your husband works for?

Speaker speaker_2: Uh, Focus.

Speaker speaker_0: And the last four digits of his social?

Speaker speaker_2: It's 0789.

Speaker speaker_0: 5099?

Speaker speaker_2: No. 00789.

Speaker speaker_0: Okay, and his name?

Speaker speaker_1: His name?

Speaker speaker_2: Alberto.

Speaker speaker_0: Okay. And if you can verify his address and date of birth.

Speaker speaker_2: 902 Sylvan Street, Apartment 1B. And his date of birth is 2/15/1965.

Speaker speaker_0: 19... What's the city and state?

Speaker speaker_2: Emporia, Kansas.

Speaker speaker_0: Okay. And I have his phone number as-

Speaker speaker_2: 66-

Speaker speaker_0: What?

Speaker speaker_2: I'm sorry.

Speaker speaker_0: You're fine. Go ahead.

Speaker speaker_2: Uh, it was a zip code, 66801. How's this 66801?

Speaker speaker_0: Okay. You're fine. And I have your phone... His phone number as 620-757-1996.

Speaker speaker_2: Yes.

Speaker speaker_0: Okay, give me one moment. Let me take a look here and see if we have those cards ready. It looks like he became active, or you guys became active last Monday.

Um, that card would have went to his email. That's maybe why, uh, you didn't see it. Those cards don't get sent out physically. They get sent out by email.

Speaker speaker_1: W- can you tell us what email that is?

Speaker speaker_0: Yeah. On file here I have M-A-N-G-U-I-R-Y.pr@gmail.com.

Speaker speaker_2: That's what they told me, but... Okay, say, sp- spell it again because I don't think I did it right.

Speaker speaker_1: M-A-N... So Mary, Adam, Nancy.

Speaker speaker_0: Uh, Gary, umbrella, igloo, Ryan and then, uh, yoyo.p as in Paul, r like in Robert @gmail.com.

Speaker speaker_1: Have you ever heard of that?

Speaker speaker_2: No. That's not a... Uh, I don't know. Let me go get his phone.

Speaker speaker_1: Um, she's gonna go grab his phone because we don't recognize that email.

Speaker speaker_0: Okay. That sounds like he hasn't received it. Um-

Speaker speaker_1: Yeah, and I don't think... Oh. I'm not sure where they would have got that from.

Speaker speaker_0: Let me see. It looks like the demographics were updated the last time, uh, the account was touched. Let me see if that's what was changed. Um...

Speaker speaker_2: I think they told me the last number

Speaker speaker_3: ... they're telling about the \$200,000.

Speaker speaker_2: I don't think that has been changed on his...

Speaker speaker_1: Okay. I can give you the email. I can give you his email connected to his phone, which is not that email. I don't know what that email is. Neither does she, but...

Speaker speaker_0: Okay. No worries. Let me go ahead and save this ID card real quick.

Speaker speaker_1: Okay.

Speaker speaker_0: And then we'll change that email. Okay, what's the good email?

Speaker speaker_1: So it's, it's his full name spelled out without the o. So it's A-L-B-E-R-T, and then Espericueta, E-S-P-E-R-I-C-U-E-T-A. Um, no periods or anything just all together, and then @gmail.com.

Speaker speaker_0: Yes. All right. I got that updated. Your card's downloaded. Let me just get that sent to you. It's gonna go from... It's gonna come from info@benefitsinacard.com. It should go to his inbox. If you didn't see it in your inbox, check spam or junk folder. And give me just one moment to get that ready here. All right. That went, that went through if you want to take a look.

Speaker speaker_1: Okay. Does that phone not have... There's no connection. Why? Does this thing not have internet or something?

Speaker speaker_2: No. Should... This is off. Mm-hmm.

Speaker speaker_4: Can you just send it to my phone 'cause, uh, like he already has his.

Speaker speaker_1: Yeah, but I thought your email wasn't working.

Speaker speaker_4: Oh, yeah.

Speaker speaker_0: Did you try the "Does Dad and Jones" folder? Maybe it went in there.

Speaker speaker_1: Well, it's just, yeah, it's just saying that he's, um, not connected and I'm, I'm trying to figure out why. I would assume maybe... Are you able to temporarily send it to mine?

Speaker speaker_0: Yeah, of course.

Speaker speaker_1: Like, can we do that? Okay.

Speaker speaker_0: Yeah. Just-

Speaker speaker_1: So-

Speaker speaker_0: Just have your mom confirm that she's authorizing that card to be sent to you.

Speaker speaker_4: Yes. That's fine.

Speaker speaker_0: All righty. Send us that email.

Speaker speaker_1: Um, so mine is april, A-P-R-I-L-E-S-P, like Paul, _93@Yahoo.com.

Speaker speaker_0: Okay.

Speaker speaker_1: It's not loading.

Speaker speaker_0: Sorry, it went in and got that sent and it went through successfully.

Speaker speaker_1: That's right. Let me go check mine. Okay. Let me... I got it, um, let me open it up. Oh, it's downloading. Okay. Okay. I, I got it. And then, um, so it won't say her name, right? Just, the, it says employee and spouse so that should be...

Speaker speaker_0: Yeah.

Speaker speaker_1: That should be good enough for them to...

Speaker speaker_0: Mm-hmm. Mm-hmm.

Speaker speaker_1: Okay. All right. And then, um, but her, so her information, though, is on your end, right? Like, or how do they know that she is the spouse?

Speaker speaker_0: Okay. So I do have her down as a spouse. What they'll do is when they-

Speaker speaker_1: Okay.

Speaker speaker_0: ... when they go to verify the coverage, they'll, um, give her name.

Speaker speaker_1: Okay, good.

Speaker speaker_0: And they'll ask you, like, is that, "Is it the policy holder, the dependent?" They'll tell 'em the dependent, it's just a little, a process that all verification goes through.

Speaker speaker_1: Gotcha. Okay. Perfect. I will... This is what we needed. So-

Speaker speaker_0: All right. Thank you so much for calling.

Speaker speaker_1: Good.

Speaker speaker_0: You have a great day.

Speaker speaker_1: Thank you. You, too. Bye-bye.